



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

Product Safety & Compliance

******* IMPORTANT VEHICLE RECALL NOTICE *******

DATE: March 24, 2011

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 241
Certain Limited Number of Model Year 2011 S40 & C30 Vehicles

The sale or lease of defective or non-compliant motor vehicles or equipment is prohibited by law. Vehicles in retailer inventory must be remedied prior to sale. Repair information is attached to this communication.

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on a very limited number of model year 2011 S40 and C30 vehicles. Volvo has identified that a crack on the top side of the passenger side support member in the engine compartment, may have developed during the forming process in component production. If present, this crack may have an effect on the front structure and may reduce the crash performance of the vehicle.

The corrective action is to inspect for a crack on the top side of the passenger side support member in the engine compartment per RTJ 24496.

If no crack is found, return the vehicle to the customer. This defect is the result of a component forming process issue in production, and there is no risk of a crack forming in the future.

If the inspection reveals that the vehicle has a crack in the side support member, the vehicle must be taken out of service immediately. Please have the Service Manager contact Volvo Fleet Customer Care at 1-877-283-5338. A new replacement vehicle of equal specification will be provided by Volvo.

This recall affects 7 vehicles in the U.S., 4 in Canada and 2 in Puerto Rico.

OWNER NOTIFICATION

Owner notification is scheduled to begin immediately by Volvo Customer Service.

RETAILER RESPONSIBILITIES

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner.

In the event that a customer does not have a notification letter, the owner is not to be refused the work. Your regional representative will follow up to ensure that this recall campaign is proceeding smoothly.

A complete description of the recall campaign requirements and claim submission procedures is below. It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin
- Retailer Tech Journal

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

A handwritten signature in blue ink that reads "A. Kopstein". The signature is fluid and cursive, with a long horizontal stroke at the end.

Adam Kopstein
Manager, Product Safety and Compliance
201-768-7300 ext# 7908
akopstei@volvocars.com

VOLVO				TITLE:		GROUP:	NO:	
				Recall 241: Inspect Side Support Member		81	241	
Service Manager Bulletin				Model Year 2011 S40 & C30		ISSUING DEPARTMENT:		
						Warranty		
				REFERENCE BULLETINS:		CARMARKET:		
				RTJ 24496		United States, Canada		
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	DATE:		YEAR	MONTH	DAY
				2011	03	24		
				Page 1 of 3				

- A. RECALL 241 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. CAMPAIGN REIMBURSEMENT PROCEDURES

A. RECALL 241 DESCRIPTION

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If the inspection reveals that the vehicle has a crack in the side support member, the vehicle must be taken out of service immediately. Please have the Service Manager contact Volvo Fleet Customer Care at 1-877-283-5338. A new replacement vehicle of equal specification will be provided by Volvo.

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"Fixed Right — First Time"



RECALL 241 ELIGIBLE VEHICLE LIST AS OF 3/18/11

Vehicle eligibility must be confirmed per DCS Vehicle Inquiry to determine if this recall is still open on the vehicle.

Eligible U.S. Vehicles

YV1672MS4B2541597
YV1672MS9B2541675
YV1672MSXB2541684
YV1672MS7B2541691
YV1672MS6B2541701
YV1672MS6B2542198
YV1672MS0B2542214

Eligible Canadian Vehicles

YV1672MK6B2237574
YV1672MK9B2237584
YV1672MS7B2541688
YV1672MSXB2541958

Eligible Puerto Rico Vehicles

YV1672MSXB2542513
YV1672MS2B2542523

B. VEHICLES INVOLVED

NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS RECALL REPAIR.

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message "RECALL 241 - Inspect Side Support Member (R89208)" will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

RETAILER VEHICLE CAMPAIGN LIST

The "Unperformed Recall Report" will be posted on VRC² in the Reports Menu under the Service Tab. This report lists all affected vehicles that are on record as retailed/serviced or currently in stock at your facility with incomplete recalls and service campaigns, and is updated monthly.

C. PARTS INFORMATION / PARTS RETURN

No parts are required for this recall.

PARTS RETURN

Parts are not required to be returned for repairs done in accordance with this recall.

D. OWNER NOTIFICATION

Owner notification is scheduled to begin immediately by Volvo Customer Service.

E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer inventory and qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

F. RETAILER RESPONSIBILITY

Retailers are to perform this recall on eligible vehicles regardless of mileage/kilometers or vehicle age. The repairs included in Recall 241 are free of charge to the owner. If a customer presents a recall or service campaign letter for a vehicle that is not found via the VRC² inquiry function, please verify that the letter applies to the customer's vehicle and call the Warranty Assistance Desk at 1-800-807-7712 for instructions. If the Warranty Assistance Desk verifies that the vehicle qualifies for the Recall or Service Campaign, please perform the repair and place the recall or service campaign letter in the customer's file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCC.

G. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2 Quality Tech.

H. CAMPAIGN REIMBURSEMENT PROCEDURES (LONG FORM APPLICATION)

Labor reimbursement allowance is effective at time of release and may change in the future.

Claim Type: R89208
Cause Code: 02
CSC Code: XW
Main OP: 81298

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Time</u>
81298	Inspect Front Side Member	1	0.2



TIE - Technical Journal

Title Recall 241-Side member inspection.

Ref No US24496.1.1 en-US

Issuer -

Partner 3 US 7510 Volvo Cars North America

Func Group 8115 **Func Desc** member system, front

Status Released

Status Date 2011-03-24

Issue Date 2011-03-17

Reference VIDA

Attachment

File Name	File Size
RTJ 24496.pdf	0.3266 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
533							2011 -2011		0237115 -0238215	0 -0
544							2011 -2011		0541586 -0542670	0 -0

CSC

Code	Description
XW	Service action/Recall/Service action/Recall

DTC

Text

CSC = Customer Symptom Code

DTC = Diagnostic Trouble Code

Note! If using a printed copy of this Retailer Technical Journal(RTJ), first check for the latest online version.

DESCRIPTION:

There may be a crack on the right side of the support member in the engine bay.

Volvo Cars has decided that all cars concerned by this RTJ ,shall be inspected in accordance with the instructions in this document without delay.

SERVICE: Follow inspection procedure in the attachment within this document.

If no crack in the side member is evident after inspection of the vehicle, return the vehicle to the customer. This defect is the

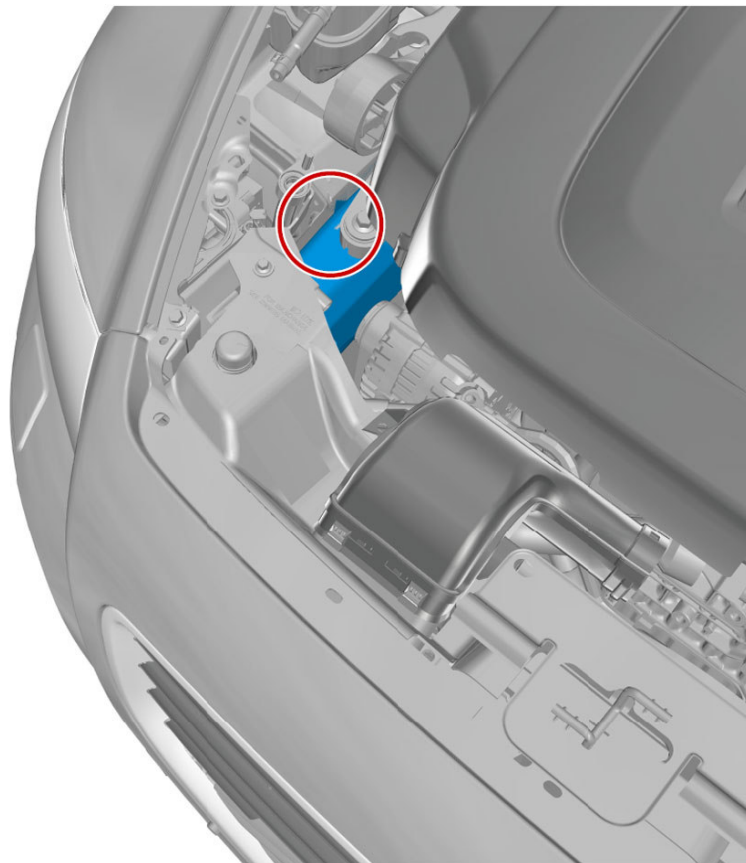
result of a vehicle production issue, and there is no risk of future issues with the component after inspection.

If the inspection reveals that the vehicle has a crack on the right side of the side support member in the engine compartment, the vehicle must be taken out of service immediately. Please have the Service Manager contact Volvo Fleet Customer Care at 1-877-283-5338. A new replacement vehicle of equal specification will be provided by Volvo.

Volvo Car Customer Service	
RTJ Instruction	
No.24496	
March 2011 Issue 01	
Title	Side member inspection.

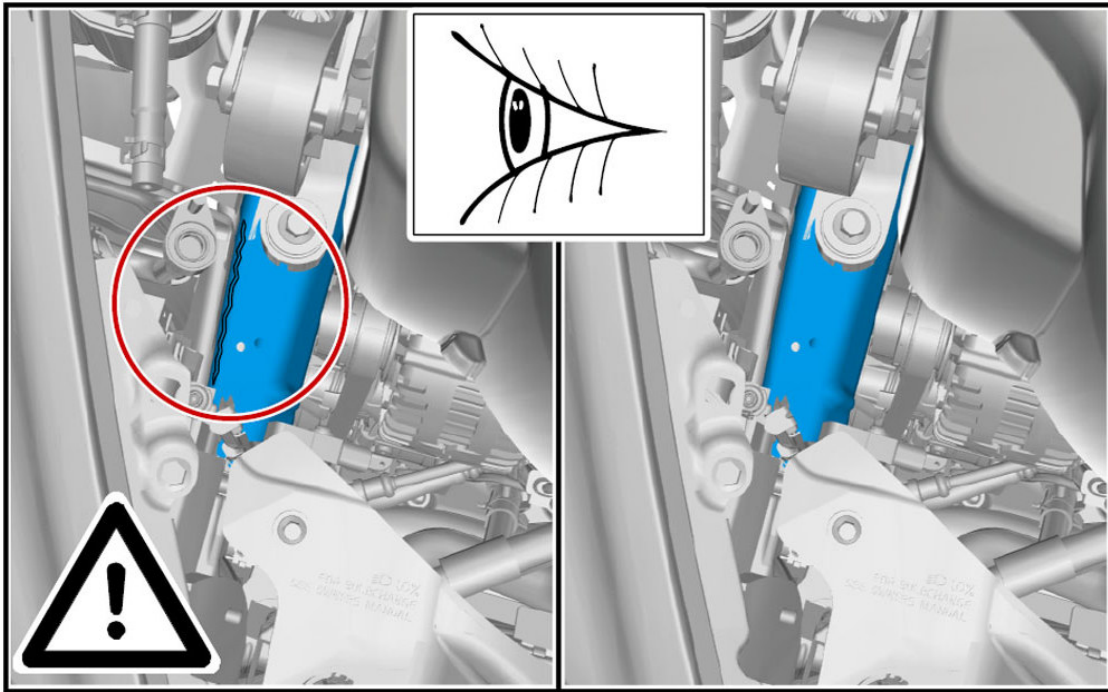
1.

Note! Some variation in the illustrations may occur, but the essential information is always correct



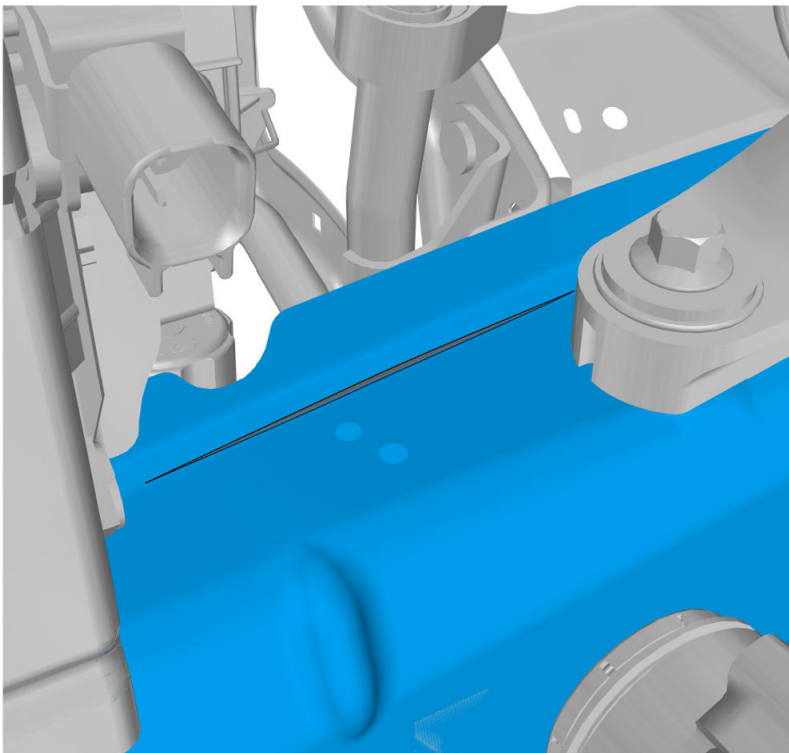
2.

Check for cracks



NOT OK

OK



NOT OK